When troubleshooting why a fine was or was not applied, what should I look for?

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Applies to
- WorldShare Circulation

Answer
A bill will change based on the amount of time between the item’s due date and when the item was returned to the library.

Here are troubleshooting steps to confirm:
- Which loan policy was applied at checkout?
- When was the item returned?
  - Was the check-in backdated?
- What were the loan’s due date and time when the item was returned?
- When the item was returned, was the loan policy configured to accrue penalties while the library is closed or not?
  - If so, what open hours were configured between the due date and when the item was returned?
  - Remember: An item’s home branch may be configured to override institution-level open hours.
- Which overdue bill structure was linked to the loan policy?
- What are the conditions in the bill structure?

Additional information
- Loan Policy
- Backdate check-in
- Accruing Fines Policy
- Branch Opening Hours Override Settings
- Bill Structures